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TC 2700 MAIL ROOM

PATENT

K. Ward 7/6/00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of: ROY A. JENSEN

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No.: 4366-10

For: "CALL MANAGEMENT SYSTEM USING DYNAMIC QUEUE POSITION"

Group Art Unit:2739

Examiner:

SUBMISSION OF FORMAL DRAWINGS

CERTIFICATE OF MAILING

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO COMMISSIONER OF PATENTS AND TRADEMARKS, WASHINGTON, DC 20231 ON JUNE 26, 2000.

SHERIDAN ROSS P.C.

BY: Christine Jacquet

Assistant Commissioner for Patents
Attn.: Drawing Review Branch
Washington, D.C. 20231

Dear Sir:

Enclosed for filing with the above-referenced application are five (5) sheets of formal, inked drawings illustrating Figs. 1, 2, 3, 4 and 5 of the application. Figs. 1-5 constitute all of the drawings in the application.

Respectfully submitted,

SHERIDAN ROSS P.C.

By: Douglas W. Swartz

Douglas W. Swartz
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Date: June 26, 2000

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